دليل مهارات الكتابة وتلخيص البريد الإلكتروني – Succeed & Shine



تم تحميل هذا الملف من موقع المناهج الإماراتية

موقع المناهج ⇦ المناهج الإماراتية ⇦ الصف التاسع العام ⇦ لغة انجليزية ⇦ الفصل الأول ⇦ ملفات متنوعة ⇦ الملف

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المزيد من مادة لغة انجليزية:	ملفات ا كتب للمعلم ا كتب للطالب ا اختبارات الكترونية ا اختبارات ا حلول ا عروض بوربوينت ا أوراق عمل منهج انجليزي ا ملخصات وتقارير ا مذكرات وبنوك ا الامتحان النهائي ا للمدرس
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التواصل الاجتماعي بحسب الصف التاسع العام

صفحة المناهج الإماراتية على فيسبوك					
المواد على تلغرام	التربية الاسلامية	اللغة العربية	اللغة الانجليزية	الرياضيات	

المزيد من الملفات بحسب الصف التاسع العام والمادة لغة انجليزية في الفصل الأول

1	هيكل مراجعة المفردات اللغوية (محلول)
2	قوائم مفردات لغوية إنجليزية
3	مخطط تقييم نهاية الفصل
4	الدليل الإرشادي (الهيكل الوزاري) للقواعد المقررة في الامتحان النهائي المستوى 6.1 المسار العام

تحميل تطبيق المناهج للهواتف الذكية

تطبيق المناهج على App Store (آبل)	تطبيق المناهج على Play Google (أندرويد)

ENGLISH LANGUAGE · END-OF-TERM 1 · 2026–2027

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GRADE 9 GENERAL

The Complete Exam Guide & Practice Bank

CYCLE 3 · STAGE 5 · CEFR B1.1

> *Resilience helps you rise after every fall, ambition lights the road ahead, and each step you take brings success a little closer.*



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1. Part 4 · Writing 1.1 — Main ideas of an email (15 marks)

You read an email of about 160 words. You write **2–3 sentences** giving its main ideas in your own words: who writes to whom and why, the key information, and what the writer asks for at the end. Themes: **Living Together, Learning Together · An Email From College** or **Shop Till You Drop! · Shopping Online**.

Task: Read the email. Write the main ideas in your own words. Write 2–3 sentences. (15 marks)

Use this frame

Frame C – summarising an email

In this email, **[sender]** writes to **[receiver]** to ..... (purpose).

[He/She/It] explains that ..... and mentions ..... (key information).

Finally, **[he/she/it]** asks / invites / suggests ..... (the request at the end).

Where to find each part: the purpose is in the first paragraph · the key information is in the middle paragraph(s) · the request is in the last paragraph, often a question.

Useful language – FL.44 Emails and letters · FL.16 Expressing opinion · FL.12 Giving advice

Opening and closing	Asking and answering	Advice and suggestions
Dear … / Hi … · Thanks for your email · I'm writing to … · Write back soon · Best regards	Could you tell me …? · I'd like to know if … · I have two questions … · In answer to your question, …	You should … · Why don't you …? · I recommend … · My advice is to … · Let's …

How to fill the frame in three steps

1. **Find the purpose.** Read the first paragraph and ask: *why is this person writing?* Write it after *to* ….
2. **Pick two key points.** Choose the two most important facts from the middle paragraph(s). Write them after *explains that* and *mentions*.
3. **Find the request.** The last paragraph usually asks a question or makes an invitation. Write it after *Finally, he/she asks* …. Never copy more than three words in a row.

The text says	Write instead
I'm writing to tell you about	shares news about, describes
it was difficult / hard	challenging, not easy at first
things are getting better	the situation is improving
I need your advice	asks for help / for an opinion
the wrong colour / doesn't work	not what she ordered / faulty
expensive / cheap	costly / affordable
Write back soon / Let me know	asks him to reply

Practice texts

Read each text and answer in the right-hand column. Model answers are in Section 7.

W1.1 · An Email From College (Living Together, Learning Together)

EMAIL	YOUR SUMMARY
Hi Saeed, I hope you and the family are well. I'm writing to tell you about my first month at college in Sharjah. To be honest, the first week was difficult. The campus is huge, and I got lost twice trying to find my lecture rooms! The work is also much harder than at school, and the teachers expect us to study on our own. However, things are getting better. I joined a study group with three classmates, and we meet in the library twice a week. The library has amazing facilities, including quiet rooms and computer labs. I also signed up for the photography club, which has helped me make new friends. Next year, you will start college too. Which college are you planning to apply to? Have you decided what you want to study? Let me know if you need any advice. Write back soon, Ali	**Task:** Read the email. Write the main ideas in your own words. Write 2–3 sentences. (15 marks) **Frame C:** *In this email, [sender] writes to [receiver] to …….. . [He/She] explains that …….. and mentions …….. . Finally, [he/she] asks / invites / suggests …….. .* **Your answer**

W1.2 · A Problem With an Online Order (Shop Till You Drop!)

EMAIL	YOUR SUMMARY
Dear Hessa, I need your advice! Last week, I ordered a pair of wireless headphones from an online store. They were on sale for 199 dirhams, which seemed like a great deal. The website promised delivery in two days, and the parcel arrived on time. Unfortunately, when I opened the box, I found that the headphones were the wrong colour. I had ordered black, but they sent me pink! I also noticed that the left side does not work properly. I contacted customer service, but they told me I must pay a fifteen-dirham fee to return the item. I feel this is unfair, because the mistake was theirs, not mine. I still have the receipt and the original box. You often shop online, so I thought you might know what I should do. Should I return them, or keep them and complain? Thanks in advance, Noura	**Task:** Read the email. Write the main ideas in your own words. Write 2–3 sentences. (15 marks) **Frame C:** *In this email, [sender] writes to [receiver] to …….. . [He/She] explains that …….. and mentions …….. . Finally, [he/she] asks / invites / suggests …….. .* **Your answer**

W1.3 · Welcome to College (Living Together, Learning Together)

EMAIL	YOUR SUMMARY
Dear new student, Welcome to Al Ain College! We are delighted that you have chosen to study with us, and we want to help you have a successful first year. Before classes begin on 1 September, please attend our Orientation Day on 28 August. During the day, you will take a tour of the campus, meet your academic adviser and collect your student ID card. Our team will also explain how to use the library, the online learning system and the free tutoring centre. We know that starting college can be challenging, so we offer many services to support you. Our counsellors are available every weekday, and our clubs and sports teams are a great way to make new friends. A college bus also runs from the city centre for a small fee. If you have any questions, please reply to this email. We look forward to meeting you! Best regards, Student Services Team	**Task:** Read the email. Write the main ideas in your own words. Write 2–3 sentences. (15 marks) **Frame C:** *In this email, [sender] writes to [receiver] to ……. . [He/She] explains that ……. and mentions ……. . Finally, [he/she] asks / invites / suggests ……. .* **Your answer**

W1.4 · Brands or Bargains? (Shop Till You Drop!)

EMAIL	YOUR SUMMARY
Hi Khalid, How are you? I've been thinking a lot about money recently. My older brother has just started his first job, and he says I should stop buying expensive brands online. He thinks I waste money because I always choose famous names, even when cheaper products have the same quality. I'm not sure he's right. Last year, I bought cheap trainers from a website, and they broke after two months. My expensive running shoes, on the other hand, are three years old and still perfect. But I admit I sometimes buy things just because my friends have them. My brother also showed me a survey which found that most teenagers spend more online than they plan to. That surprised me! What do you think? Do you prefer brands or cheaper products? And how do you stop yourself from spending too much online? Talk soon, Fahad	**Task:** Read the email. Write the main ideas in your own words. Write 2–3 sentences. (15 marks) **Frame C:** *In this email, [sender] writes to [receiver] to …….. . [He/She] explains that …….. and mentions …….. . Finally, [he/she] asks / invites / suggests …….. .* **Your answer**

W1.5 · Moving to the Big City (Living Together, Learning Together)

EMAIL	YOUR SUMMARY
Dear Amna, I have great news: I've been accepted at a university in Abu Dhabi! I'm so excited, but also a little nervous, because I've never lived in a big city before. In Kalba, everything is close and quiet. My parents and I are looking for an apartment, and we have found two options. The first is in the city centre. It's small and expensive, but it's close to shops, restaurants and public transport. The second is in a residential area near Khalifa City. It's bigger and cheaper, but I would need to take a bus to the university every day. You've lived in Abu Dhabi for three years, so I'd love your advice. Which area do you think is better for a student? How do you usually get around the city? Is public transport easy to use? Hope to hear from you soon, Maryam	**Task:** Read the email. Write the main ideas in your own words. Write 2–3 sentences. (15 marks) **Frame C:** *In this email, [sender] writes to [receiver] to …….. . [He/She] explains that …….. and mentions …….. . Finally, [he/she] asks / invites / suggests …….. .* **Your answer**

2. Part 4 · Writing 1.2 — Reply email (25 marks)

You write a **reply email of at least 130 words** to the email you summarised in Writing 1.1. The task gives you **three prompts**; answer every one in its own paragraph. Aim for **130–150 words** and use friendly, clear email language.

The shape of a reply email

Part	What to write	Useful language
Greeting	Dear / Hi + name	Dear Noura, · Hi Ali,
Opening	Thank the writer and react to the news	Thanks for your email. · I'm glad / sorry to hear that … · Congratulations on …
Paragraph 1	Prompt 1	In answer to your question, … · I'm planning to … · In my opinion, …
Paragraph 2	Prompt 2	I have two questions for you. First, … Second, … · Last year, I …
Paragraph 3	Prompt 3	My advice is to … · I recommend … · Why don't we …? · Let's …
Closing	Friendly final line + sign-off + name	I look forward to hearing from you. · Write back soon, · Best regards, · Take care,

Email template – use it for every reply

Dear / Hi _____,

Thanks for your email. I'm glad / sorry to hear that _____.

(Prompt 1) In answer to your question, _____. This is because _____. For example, _____.

(Prompt 2) _____. First, _____. Second, _____.

(Prompt 3) My advice is to _____. I also recommend that _____. Why don't we _____?

I look forward to hearing from you.

Best regards / Take care,

[Your name]

Two rules that win marks

1. **Questions must be correct.** Use direct questions (*Do you study every day?*) or indirect questions (*Could you tell me where the bus stops?*), never *where does the bus stops*.
2. **Use UAE details.** Real places (Al Ain, the Corniche, Khalifa University), real services (Darbi, Hafilat card) and real experiences make your email natural and specific.

Checklist: ✔️ 130–150 words ✔️ greeting and sign-off ✔️ all 3 prompts in separate paragraphs ✔️ at least one question ✔️ a past experience (last year, I …) and advice (should, I recommend) ✔️ your name at the end

Practice prompts

Write a reply email of at least 130 words for each. Model replies are in Section 7.

E1 · Reply prompt (linked to W1.1)

EMAIL PROMPT	EMAIL PLANNER
Read Ali's email again. Now write a reply to Ali in which you: (25 marks) • tell him which college and course you are interested in, and why • ask him two questions about college life • explain how you are preparing for college this year.	**Plan your reply (130–150 words)** **Greeting + opening** *Dear … , Thanks for your email. I'm glad / sorry to hear that …* **Prompt 1** *In answer to your question, … This is because …* **Prompt 2** *First, … Second, …* **Prompt 3** *My advice is to … Why don't we …?* **Closing** *I look forward to hearing from you. Best regards, [name]*

E2 · Reply prompt (linked to W1.2)

EMAIL PROMPT	EMAIL PLANNER
Read Noura's email again. Now write a reply to Noura in which you: (25 marks) • give her advice on what to do about the headphones • describe a good or bad experience you have had shopping online • suggest tips for shopping online safely.	**Plan your reply (130–150 words)** **Greeting + opening** *Dear … , Thanks for your email. I'm glad / sorry to hear that …* **Prompt 1** *In answer to your question, … This is because …* **Prompt 2** *First, … Second, …* **Prompt 3** *My advice is to … Why don't we …?* **Closing** *I look forward to hearing from you. Best regards, [name]*

E3 · Reply prompt (linked to W1.3)

EMAIL PROMPT	EMAIL PLANNER
Read the email from Student Services again. Now write a reply in which you: (25 marks) • thank them and say whether you will attend Orientation Day • ask two questions about the services they mention • explain which club or activity you would like to join, and why.	**Plan your reply (130–150 words)** **Greeting + opening** *Dear … , Thanks for your email. I'm glad / sorry to hear that …* **Prompt 1** *In answer to your question, … This is because …* **Prompt 2** *First, … Second, …* **Prompt 3** *My advice is to … Why don't we …?* **Closing** *I look forward to hearing from you. Best regards, [name]*

E4 · Reply prompt (linked to W1.4)

EMAIL PROMPT	EMAIL PLANNER
Read Fahad's email again. Now write a reply to Fahad in which you: (25 marks) • say whether you prefer brands or cheaper products, giving reasons • describe how you control your spending online • give Fahad advice about shopping wisely.	**Plan your reply (130–150 words)** **Greeting + opening** *Dear … , Thanks for your email. I'm glad / sorry to hear that …* **Prompt 1** *In answer to your question, … This is because …* **Prompt 2** *First, … Second, …* **Prompt 3** *My advice is to … Why don't we …?* **Closing** *I look forward to hearing from you. Best regards, [name]*

E5 · Reply prompt (linked to W1.5)

EMAIL PROMPT	EMAIL PLANNER
Read Maryam's email again. Now write a reply to Maryam in which you: (25 marks) • recommend one of the two areas and explain why • describe how you travel around the city • invite her to meet and suggest a place to visit together.	**Plan your reply (130–150 words)** **Greeting + opening** *Dear … , Thanks for your email. I'm glad / sorry to hear that …* **Prompt 1** *In answer to your question, … This is because …* **Prompt 2** *First, … Second, …* **Prompt 3** *My advice is to … Why don't we …?* **Closing** *I look forward to hearing from you. Best regards, [name]*

3. Part 1 · Vocabulary (10 marks)

Part 1 is one text of about 150 words with 5 gaps. Each gap has three options taken from the target words, and only one fits both the meaning and the grammar. Learn each word with its Arabic meaning, then practise with the mazes.

Word bank — the target words

Word	Arabic meaning	Word	Arabic meaning
urban	حضري / مدني	browse	يتصفّح
residential	سكني	search	يبحث
commercial	تجاري	exchange	يستبدل
industrial	صناعي	refund	استرداد المال
convenient	مريح / مناسب	receipt	إيصال
comfortable	مريح (جسديًا)	credit card	بطاقة ائتمان
route	طريق / مسار	profit	ربح
destination	وجهة	fee	رسوم
professor	أستاذ جامعي	brand	علامة تجارية
tutor	مدرّس خصوصي / مرشد	quality	جودة
facilities	مرافق	survey	استطلاع / استبيان
services	خدمات	prediction	توقّع

Living Together, Learning Together: urban → services · Shop Till You Drop!: browse → prediction. **Bonus word:** suburban (ضاحوي / في الضواحي).

Practice mazes

Read each text. Choose the correct word to complete each gap: a, b or c. (5 × 2 marks = 10 marks each.) Across the five mazes, **every one of the 24 target words is the correct answer exactly once**, plus the bonus word *suburban*. Answers are in Section 7.

V1 · Choosing a Place to Live (Living Together, Learning Together)

TEXT	QUESTIONS
When Khalid's family moved to Abu Dhabi, they had to decide which part of the city to live in. Khalid wanted to live in the centre, close to restaurants and shops, but his parents preferred a quieter, **(1)** _____ area full of villas and parks. The city has many different zones. The **(2)** _____ centre is busy and modern, with tall buildings and heavy traffic. The **(3)** _____ district along the Corniche is full of offices, banks and shopping malls. Further away, near the port, there is an **(4)** _____ zone with factories and warehouses, where few people live. In the end, the family chose a **(5)** _____ neighbourhood on the edge of the city, where houses are larger and the streets are peaceful, but the city centre is only twenty minutes away by car. Khalid was not happy at first, but he soon discovered a great park and made new friends at his school.	**(1)** a) residential b) industrial c) commercial **(2)** a) suburban b) urban c) residential **(3)** a) industrial b) commercial c) residential **(4)** a) residential b) urban c) industrial **(5)** a) suburban b) urban c) commercial

V2 · The Best Way to College (Living Together, Learning Together)

TEXT	QUESTIONS
Every morning, Maryam travels from her home in Ajman to her college in Sharjah. At first, she drove, but parking was difficult and the traffic was terrible. Then a friend showed her a more **(1)** _____ option: the college bus, which stops just five minutes from her house. The bus follows the same **(2)** _____ every day, so she always knows where it will stop. It is also very **(3)** _____, with soft seats, free Wi-Fi and strong air conditioning. Maryam uses the journey to read or listen to podcasts before her lectures. When the bus reaches its final **(4)** _____, the main gate of the college, students have time to buy coffee before class. Maryam says that the college's transport **(5)** _____ have made her life much easier, and she now recommends them to every new student. "I save money, I arrive relaxed, and I never worry about parking," she says.	**(1)** a) industrial b) convenient c) commercial **(2)** a) route b) destination c) service **(3)** a) convenient b) comfortable c) suburban **(4)** a) destination b) route c) facility **(5)** a) routes b) professors c) services

V3 · A College Research Project (Living Together, Learning Together)

TEXT	QUESTIONS
In her first year at a college in Dubai, Sara joined a research project on students' study habits. Her **(1)** _____, Dr Hamdan, who teaches psychology, asked the class to design a **(2)** _____ with twenty questions about sleep, revision and use of the library. More than three hundred students answered it. Sara was surprised to find that only a third of them used the college's study **(3)** _____, such as the quiet rooms and computer labs. Many said they preferred to study at home. Before analysing the data, each student had to write a **(4)** _____ about the results. Sara guessed that students who slept more would have higher grades, and she was right. Throughout the project, a **(5)** _____ met the group every week to help them with statistics and writing. At the end of the semester, Sara presented the findings to the whole department and received excellent feedback.	**(1)** a) survey b) professor c) prediction **(2)** a) survey b) prediction c) receipt **(3)** a) brands b) fees c) facilities **(4)** a) survey b) prediction c) refund **(5)** a) professor b) tutor c) route

V4 · Smart Online Shopping (Shop Till You Drop!)

TEXT	QUESTIONS
Before buying a new laptop, Omar spent a whole evening comparing prices online. He likes to **(1)** _____ different websites slowly, looking at photos and reading reviews, before he makes a decision. When he found a model he liked, he typed its name into the **(2)** _____ box to look for the same laptop on other sites. The prices were similar, but one shop sold a famous **(3)** _____ that is known for its long-lasting batteries. Omar decided that good **(4)** _____ was more important than a low price, because he needed the laptop for at least four years of college. He paid with his father's **(5)** _____, and the laptop arrived two days later. Omar says that patience is the secret of smart shopping. "If you take your time, you avoid mistakes and get the best value," he explains. His younger sister now asks him for advice before she buys anything online.	**(1)** a) refund b) browse c) exchange **(2)** a) brand b) browse c) search **(3)** a) quality b) brand c) profit **(4)** a) brand b) quality c) fee **(5)** a) credit card b) receipt c) refund

V5 · Returning a Gift (Shop Till You Drop!)

TEXT	QUESTIONS
Last month, Noura received a pair of trainers as a birthday present, but they were too small. Her aunt had kept the **(1)** _____, so Noura took it to the shop in Dubai Mall the next day. The shop assistant explained that she could either **(2)** _____ the trainers for a bigger size or get a full **(3)** _____ of the money. Noura chose the larger size. However, her friend Hessa had a different experience at another shop. She wanted to return a dress she had bought online, but the company charged a delivery **(4)** _____ of twenty-five dirhams for returns. Hessa was annoyed, but the shop manager explained that returns cost the company money and reduce its **(5)** _____. The two friends now always read the returns policy carefully before they buy anything, especially during big sales when many items cannot be returned.	**(1)** a) receipt b) refund c) brand **(2)** a) exchange b) refund c) browse **(3)** a) receipt b) refund c) fee **(4)** a) fee b) profit c) quality **(5)** a) fee b) profit c) receipt

4. Part 2 · Grammar (10 marks)

Part 2 is one transactional text of about 150 words (an email, a notice or a message) on **Living Together, Learning Together · Getting There**, with 5 gaps and three options each. Seven grammar points are tested.

The rules at a glance

Rule (spec code)	Correct form
R1 Verb forms	verb + -ing: *enjoy living* · verb + to-infinitive: *want to come* · let/make + bare infinitive: *let me show* · would like + to-infinitive: *would like to hear*
R2 going to (future plans)	am/is/are + going to + verb: *I am going to explore* · *We are going to open* · negative: *isn't going to be* · question: *Are you going to join?*
R3 Coordinating conjunctions	**and** (addition) · **but** (contrast) · **or** (choice) · **so** (result)
R4 Adverbial linkers	contrast: *However,* · addition: *In addition,* · result: *Therefore,* (followed by a comma)
R5 Indirect questions	statement word order, no *do/does/did*: *ask where the entrance is* · *tell me what time your flight arrives* · yes/no: *ask if they need …*
R6 Prepositions of place	next to · opposite · between … and … · in front of · behind · across
R7 Dependent prepositions	interested **in** · famous **for** · depend **on** · good **at** · look forward **to**

Sharp distinctions examiners love

- **opposite vs opposite of:** *opposite the bus station*, never *opposite of*.
- **next to vs next:** *next to our building*, never *next our building*.
- **going to:** always *be + going to + verb*: *I am going to*, never *I going to* or *I am going explore*.
- **but vs so:** *but* shows contrast; *so* shows a result.
- **Indirect questions:** *Could you tell me what time your flight arrives?*, never *what time does your flight arrive*.

How to attack a grammar gap (20 seconds)

1. Read the sentence before and after the gap: what is the **logical** job of the missing words?
2. Eliminate the option with an obvious form error.
3. Between the last two, check agreement, tense and word order.

Practice mazes

Read each text and choose the correct word(s) to complete the sentences: a, b or c. (5 × 2 marks = 10 marks each.) Each maze tests five different rules, and **no grammar point is tested twice** across the 25 gaps.

Rule	Points tested (maze · gap)
R1 Verb forms	verb + -ing (G1·1) · verb + to-inf (G2·3) · let + bare inf (G4·1) · would like + to-inf (G5·1)
R2 going to	I am (G1·5) · we are (G2·5) · negative (G3·5) · question (G5·2)
R3 Conjunctions	but (G1·2) · so (G3·1) · or (G4·2)
R4 Adverbial linkers	However (G2·4) · In addition (G4·3) · Therefore (G5·5)
R5 Indirect questions	where … is (G2·1) · if (G3·4) · what time … arrives (G4·4) · how much … cost (G5·3)
R6 Prepositions of place	next to (G1·3) · opposite (G2·2) · between (G3·3) · in front of (G4·5)
R7 Dependent prepositions	interested in (G1·4) · famous for (G3·2) · depend on (G5·4)

G1 · Our New Home (an email)

TEXT	QUESTIONS
Hi Salem, I hope you are well. We finally moved into our new apartment in Al Nahda last week, and I already enjoy **(1)** _____ here. The building is modern and quiet, **(2)** _____ the street outside is quite busy in the evenings. The best thing is the location. There is a small supermarket right **(3)** _____ our building, so we don't need to drive to buy milk or bread. My younger brother is very interested **(4)** _____ football, and he has already found a sports club across the road. This weekend, I **(5)** _____ explore the area on my bike and look for the nearest library. Why don't you come and visit us soon? Take the metro to Stadium Station, and I will meet you at the exit. Bring your camera, because there is a lovely park with a lake nearby. Write back and tell me when you are free. Best wishes, Hamad	**(1)** a) to live b) living c) live **(2)** a) but b) so c) or **(3)** a) next to b) between c) opposite of **(4)** a) on b) in c) at **(5)** a) am going to b) going to c) is going to

G2 · How to Find Us (a notice)

TEXT	QUESTIONS
Dear visitors, Thank you for choosing City Centre Mall. Many people ask us **(1)** _____, so here are some simple directions. If you come by metro, get off at the mall station and follow the green signs. The main entrance is **(2)** _____ the bus station, on the other side of the road, so you will see it as soon as you leave the bus. If you **(3)** _____ by car, please use the car park on Level 2, which has more than five hundred spaces. **(4)** _____, please note that it becomes very busy on Friday and Saturday evenings, so we recommend arriving early. Next month, we **(5)** _____ open a new cinema and twenty more shops, and our team is working hard to prepare them. Opening hours are from 10 a.m. to 10 p.m. every day. We look forward to welcoming you and your family. Customer Services Team	**(1)** a) where the entrance is b) where is the entrance c) where does the entrance **(2)** a) opposite b) between c) in **(3)** a) want coming b) want to come c) want come **(4)** a) However b) Therefore c) Also **(5)** a) is going to b) are going to c) am going to

G3 · College Open Day (a notice)

TEXT	QUESTIONS
Are you finishing school this year? Al Noor College is holding an Open Day on Saturday 15 March, **(1)** _____ this is your chance to see our campus and meet our teachers. The college is famous **(2)** _____ its engineering and business programmes, and many of our graduates now work for leading companies in the UAE. The event will take place in the main hall, which is **(3)** _____ the library and the sports centre. Free parking is available behind the main building. Students often ask us **(4)** _____ they need to register before the event. You don't, but please bring your Emirates ID. Parents and guardians are also welcome, and our advisers will be happy to answer their questions. Please note that the cafeteria **(5)** _____ open on that day, so bring a bottle of water. We look forward to seeing you, and we hope you will join our college family soon!	**(1)** a) but b) or c) so **(2)** a) of b) for c) at **(3)** a) next b) between c) opposite of **(4)** a) do b) that c) if **(5)** a) isn't going to be b) aren't going to be c) isn't going be

G4 · A Weekend in Dubai (an email)

TEXT	QUESTIONS
Hi Majid, I'm so happy that you're coming to Dubai next month! My parents will let me **(1)** _____ you around the city for the whole weekend. On Friday, we can visit the Museum of the Future, **(2)** _____ we can go to the Dubai Frame; you can choose. **(3)** _____, we can take a water taxi along Dubai Creek in the evening, which is a great way to see the old part of the city. I have one question: could you tell me **(4)** _____? I need to know so that I can meet you at the airport on time. Let's meet **(5)** _____ the main exit of Terminal 3; there is a big sign there, so you can't miss it. Don't forget to bring comfortable shoes, because we will walk a lot, and a light jacket for the cool evenings by the water. See you soon, Saeed	**(1)** a) to show b) show c) showing **(2)** a) so b) because c) or **(3)** a) However b) In addition c) As a result **(4)** a) what time does your flight arrive b) what time your flight arrives c) what time arrives your flight **(5)** a) between b) next c) in front of

G5 · New Courses at the Community Centre (a message)

TEXT	QUESTIONS
Dear residents, Al Barsha Community Centre is planning new evening courses for adults and teenagers, including cooking, photography, first aid and computer skills. The courses will run on weekday evenings and Saturday mornings. Before we decide the timetable, we would like **(1)** _____ your opinions. **(2)** _____ join a course this spring? If so, please complete the short online form on our website by 20 February. Many people have asked us **(3)** _____. The price depends **(4)** _____ the length of the course, but most courses cost between 200 and 400 dirhams. Last year, our classes were very popular, and some people could not get a place on their favourite course. **(5)** _____, this year we are going to open more classes and register everyone online. Thank you for your support, and we hope to see you at the centre soon! Community Centre Team	**(1)** a) hearing b) to hear c) hear **(2)** a) You are going to b) Are you going c) Are you going to **(3)** a) how much the courses cost b) how much do the courses cost c) how much cost the courses **(4)** a) in b) on c) of **(5)** a) However b) Therefore c) In addition

5. Part 3A · Reading at Grade Level (24 marks)

Part 3A is one descriptive text of 230–250 words on **Shop Till You Drop! · Returns and Refunds**, with 8 questions worth 3 marks each. Four questions ask for specific information, two ask for details, one asks for the meaning of a word from its context, and the last one covers the whole text. Questions follow the order of the text.

The five distractor traps

1. **Word-match trap:** the option copies words from the text but changes the meaning.
2. **True but not the answer:** a fact from the text that answers a different question or belongs to a different paragraph.
3. **Too extreme:** *always, only, never, completely, every* — writers rarely go that far.
4. **Reversed relation:** cause and effect, or "more than / less than", swapped.
5. **Swapped detail:** a detail that belongs to a different person, place or example in the same text.

The correct answer paraphrases; the wrong answers repeat. The right option says the text's idea in different words. Wrong options usually reuse real words from the text with a changed meaning.

Practice texts

Read each text and choose the correct answers. Choose a, b or c. (8 × 3 marks = 24 marks each.) Answers are in Section 7.

R3A-1 · Know Your Rights: Returns in the UAE

TEXT	QUESTIONS
Every year, millions of shoppers in the UAE buy clothes, electronics and gifts, and some of these purchases are later returned. Knowing how returns work can save customers time, money and stress. Most shops display their returns policy near the cash desk or print it on the back of the receipt. Many allow customers to return unused items within seven to fourteen days, as long as the product is in its original packaging and the customer shows the receipt. Some shops give a full refund, while others offer only an exchange or a credit note that can be used later in the same store. The rules are different for faulty products. If a new item is broken or does not work properly, UAE consumer protection laws give customers the right to a repair, a replacement or a refund. Customers who are treated unfairly can contact the economic department in their emirate or use its online complaint service. Online shopping has its own rules. Many websites allow free returns, but some charge a collection fee. Customers usually need to request a return through the website, print a label and wait for a courier to collect the parcel. Refunds to a credit card may take up to two weeks to appear. Experts advise shoppers to keep all receipts, read the policy before paying and check items carefully as soon as	**Q1** Shops usually show their returns policy ___ a) near the cash desk or on the receipt b) on the shop's website and social media c) inside the box with the product **Q2** Many shops accept returns within ___ a) a whole month b) one to two weeks c) one day only **Q3** Instead of a refund, some shops offer ___ a) a free gift b) cash at another shop c) a swap or a credit note **Q4** Refunds to a credit card may take ___ a) two days b) up to two weeks c) a whole month **Q5** If a new product is faulty, customers have the right to ___ a) having it fixed, replaced or refunded b) a free extra item c) a discount next time **Q6** To return an item bought online, customers usually ___ a) request a return online and wait for pickup b) take it back to any mall c) post it to the company themselves **Q7** The word "faulty" in paragraph 3

TEXT	QUESTIONS
they get home. A few simple habits can make returns quick and easy.	is closest in meaning to ___ a) expensive b) unwanted c) not working properly **Q8** The text mainly describes ___ a) how returns and refunds work for shoppers b) how to open a new shop c) why online shopping is cheaper

R3A-2 · A Busy Day at the Returns Desk

TEXT	QUESTIONS
It is nine o'clock on a Saturday morning at a large electronics store in Abu Dhabi, and Mariam has just opened the customer service desk. Her job is to help customers who want to return or exchange products. On weekends, she may speak to more than sixty people in one day. Her first customer is a young man with a pair of headphones still in their box. He explains that he bought them as a gift, but his friend already had the same model. Because the box has not been opened and he has the receipt, Mariam gives him a full refund in under five minutes. The next case is more complicated. A woman brings back a tablet that stops working after a few minutes. Mariam checks the date on the receipt: it was bought three months ago, so it is still under the one-year warranty. She cannot give a refund, but she arranges a free repair and lends the customer another tablet while she waits. Some requests have to be refused. A teenager wants to return a video game he has already played for two weeks. Mariam politely explains that opened games cannot be returned unless they are faulty. He leaves disappointed, but he understands. Mariam says the secret of her job is patience. "Most customers are stressed when they arrive," she explains, "so I listen carefully, explain the rules clearly and try to find a fair solution." By evening, she is tired but satisfied.	**Q1** Mariam works at ___ a) a clothes shop in Dubai b) an electronics store in Abu Dhabi c) a supermarket in Al Ain **Q2** On weekends, Mariam may help ___ a) over sixty people a day b) six people a day c) a hundred people a week **Q3** The young man returned the headphones because ___ a) they did not work properly b) they were too expensive for him c) the receiver already owned the same ones **Q4** The tablet was still covered by ___ a) a one-year warranty b) a full refund c) a store credit note **Q5** Since Mariam could not refund the tablet, she ___ a) gave the woman a new tablet to keep b) organised a free repair and lent her a tablet c) sent the woman to another shop **Q6** The teenager could not return the game because ___ a) it was used and had no fault b) he had lost the receipt c) the shop was already closed **Q7** The word "disappointed" in paragraph 4 is closest in meaning to ___ a) angry and shouting

TEXT	QUESTIONS
	b) unhappy about the result c) very surprised **Q8** The text mainly describes ___ a) a typical day dealing with returns and refunds b) how to repair a broken tablet c) why video games are popular

R3A-3 · Shopping Online, Returning Online

TEXT	QUESTIONS
For many young people in the UAE, shopping online has become as normal as visiting a mall. With a few clicks, they can browse thousands of products, compare prices and have items delivered to their door, often the next day. But what happens when the product is not what they expected? Online returns are a major part of the shopping experience. Clothes and shoes are returned most often, usually because of the wrong size or colour. Electronics are returned less frequently, but when they are, the reason is often a fault or damage during delivery. Most large online stores in the UAE offer a returns window of fifteen to thirty days. To start a return, customers log into their account, choose the item and select a reason from a list. A courier then collects the parcel from the customer's home, within two or three days. Some shops also allow returns at collection points in malls or petrol stations. Returns are expensive for companies. Each returned item must be checked, cleaned, repacked and sent back to the warehouse. Some cannot be sold again. For this reason, many websites now offer detailed size guides, customer photos and videos to help shoppers choose correctly the first time. Experts suggest a few tips: read reviews carefully, check the size guide, and keep the original packaging	**Q1** Online shoppers in the UAE often receive items ___ a) within a month b) the following day c) only at malls **Q2** Clothes and shoes are returned mostly because of ___ a) incorrect sizes or colours b) faults and damage c) late delivery **Q3** The returns window of most large online stores is ___ a) two or three days b) one week only c) about two weeks to a month **Q4** Besides home collection, some shops accept returns at ___ a) post offices and supermarkets b) pickup points at malls or fuel stations c) the customer's school or office **Q5** Returns are costly for companies because returned items ___ a) must be checked, cleaned and repacked b) are always sold at full price c) are delivered by plane **Q6** Websites provide size guides and photos to ___ a) increase delivery fees b) reduce wrong choices by shoppers c) replace customer reviews **Q7** The word "unnecessary" in paragraph 5 is closest in meaning to ___

TEXT	QUESTIONS
until you are sure you want to keep the item. Smart online shopping is not only about finding a bargain; it is also about avoiding unnecessary returns.	a) not needed b) very expensive c) very quick **Q8** The text mainly describes ___ a) online returns and how to avoid them b) how to build a shopping website c) why shopping malls are losing customers

R3A-4 · The Receipt: A Small Paper With Big Power

TEXT	QUESTIONS
Most shoppers throw their receipts away without even looking at them. Yet this small piece of paper, or its digital version sent by email or text message, can be extremely valuable. A receipt is proof of purchase. It shows the name of the shop, the date and time, the items bought, their prices and the method of payment. In the UAE, receipts also show the value added tax, which is five per cent on most goods and services. Without a receipt, many shops will refuse to accept a return or exchange. Receipts are also important for warranties. Electronics and household appliances often come with a warranty of one or two years, during which the manufacturer must repair faulty products for free. To use the warranty, customers usually need to show the original receipt or invoice. Many shops in the UAE now offer digital receipts. Instead of printing paper, the cashier sends the receipt to the customer's phone. Supporters say this saves paper and makes receipts easier to find later. However, some customers prefer paper, especially older shoppers who are less comfortable with technology. Financial experts also recommend keeping receipts to track spending. By reviewing receipts at the end of each month, families can see how much they spent on food, clothes and entertainment, and decide where to save. A simple habit, such as keeping	**Q1** Receipts can be sent digitally by ___ a) email or text message b) post c) a courier **Q2** In the UAE, the tax shown on most receipts is ___ a) ten per cent b) five per cent c) fifteen per cent **Q3** Warranties for electronics usually last ___ a) six months b) five years c) between one and two years **Q4** Some older shoppers prefer ___ a) digital receipts b) paper receipts c) no receipts at all **Q5** Without a receipt, many shops will ___ a) give a bigger refund b) not accept returns or exchanges c) send a digital copy **Q6** Reviewing receipts each month helps families ___ a) understand their spending and save money b) get free repairs c) avoid paying tax **Q7** The word "proof" in paragraph 2 is closest in meaning to ___ a) a price b) evidence c) a gift **Q8** The text mainly describes ___

TEXT	QUESTIONS
all receipts in one envelope or folder, can protect your money and your rights as a consumer.	a) the value of keeping receipts b) how shops print paper receipts c) how tax is added to prices

R3A-5 · Exchange or Refund? A Shopper's Guide

TEXT	QUESTIONS
When a purchase goes wrong, shoppers usually have two choices: exchange the item for something else or ask for their money back. Which option is better depends on the situation and on the shop's policy. An exchange is often the simplest solution when the problem is size, colour or style. Most clothing and shoe shops in UAE malls are happy to swap an item for a different size, as long as it has not been worn and still has its labels. Some shops also allow customers to choose a completely different product of the same value. A refund means getting the money back. If the customer paid in cash, the refund is usually given in cash. If they paid by credit card, the money is returned to the same card, which can take several days. Some shops do not give refunds for sale items, so it is important to read the signs carefully during special promotions such as the Dubai Shopping Festival. A third option is store credit. Instead of cash, the customer receives a voucher or a credit note that can be used in the same shop, often within six months or a year. This can be useful for regular customers but less convenient for people who rarely visit the shop. Whichever option you choose, stay calm and polite. Explain the problem clearly, show your receipt and ask what choices are available. Shop assistants are usually more helpful to	**Q1** When a purchase goes wrong, shoppers can usually ___ a) exchange it or get their money back b) repair it themselves at home c) return it to the factory **Q2** Clothes can usually be exchanged if they ___ a) have been worn once b) are unworn and still labelled c) were bought on sale **Q3** Refunds for cash purchases are usually given ___ a) to a credit card b) as a voucher c) as money in hand **Q4** Store credit can often be used within ___ a) six months or a year b) one week c) two years **Q5** Some shops do not refund ___ a) items bought during sales b) items paid for by card c) shoes and clothes **Q6** Store credit is less convenient for people who ___ a) shop there regularly b) rarely visit the shop c) pay in cash **Q7** The word "voucher" in paragraph 4 is closest in meaning to ___ a) a receipt b) a coupon worth an amount c) a sale sign **Q8** The text mainly explains ___

TEXT	QUESTIONS
customers who are friendly and well prepared.	a) the different choices when returning a purchase b) how to work in a shop c) why sales are popular

6. Part 3B · Reading Beyond Grade Level (16 marks)

Part 3B is one expository text of 230–250 words at **B1.2** on **Living Together, Learning Together · Success in College**, with 8 questions worth 2 marks each. Some answers are not stated directly: you may need to work out a meaning, read between the lines, or connect the text's idea to a new situation.

Applying the text's lesson to a new situation

1. Reduce the lesson to one short rule.
2. Check each option: does it **apply** the rule, **ignore** it, or **contradict** it?
3. Reject options that copy a surface detail from the text but miss the principle.

Practice texts

Read each text and choose the correct answers. Choose a, b or c. (8 × 2 marks = 16 marks each.) Answers are in Section 7.

R3B-1 · Managing Time at College

TEXT	QUESTIONS
For many new college students, the biggest change is not the difficulty of the subjects but the freedom. At school, teachers plan the day and check homework regularly. At college, students may have only a few lectures each day and must decide for themselves when to study. Without a plan, this freedom can quickly become a problem. Assignments pile up, deadlines arrive suddenly and students end up studying all night before exams. Research shows that students who manage their time well usually achieve higher grades and feel less stressed. Successful students often use simple tools. A weekly planner, either on paper or on a phone, helps them see all their lectures, deadlines and free time in one place. Many divide large assignments into small tasks and set their own mini-deadlines. Others use the "Pomodoro" method: studying for twenty-five minutes and then taking a five-minute break. Colleges in the UAE also offer support. Most have student success centres where advisers help students organise their schedules, and many run workshops on study skills during the first semester. Libraries offer quiet rooms that can be booked for group or individual study. Good time management does not mean studying all the time. Students who plan well usually have more time for sport, family and friends, because	**Q1** The biggest change for new college students is ___ a) much harder subjects b) more freedom to organise their time c) longer school days **Q2** Without a plan, students often ___ a) study late into the night before exams b) finish their assignments well before deadlines c) attend more lectures each day **Q3** "Pile up" in paragraph 2 means ___ a) get done quickly b) become easier to finish c) keep growing in number **Q4** In the Pomodoro method, students ___ a) study for an hour without stopping b) alternate short study periods with short breaks c) study only late at night **Q5** Student success centres help students to ___ a) organise their schedules b) pay their fees c) find a part-time job **Q6** The writer suggests that students who plan well ___ a) have no time for friends b) enjoy more free time with less worry c) study all the time **Q7** Which habit follows the advice in

TEXT	QUESTIONS
they waste less time worrying. Learning to manage time is therefore one of the most valuable skills a student can develop, and it will remain useful long after graduation.	the text? a) starting essays the night before b) recording all deadlines in a planner c) studying for hours without breaks **Q8** The text mainly explains ___ a) the importance of time management at college b) how to choose the right college c) why college lectures are short

R3B-2 · Learning Together: The Power of Study Groups

TEXT	QUESTIONS
Many students believe that studying is something done alone, in a quiet room with a pile of books. Yet research suggests that working with others can be one of the most effective ways to learn, especially at college. In a study group, three to six students meet regularly to review lectures, discuss difficult topics and prepare for exams. When students explain an idea to a classmate, they must organise their thoughts clearly, which helps them understand it better themselves. Hearing different explanations can also help when a lecture was confusing. Study groups also build motivation. It is easy to postpone studying when no one is watching, but harder to skip a meeting when friends are expecting you. Members often share notes, useful websites and past exam questions, saving each other time. However, groups do not always work well. Some meetings turn into social chats, and some members rely on others to do the work. Experienced students recommend a few rules: choose members who are serious about studying, set a clear goal for each meeting, and keep sessions to about two hours. Colleges in the UAE often encourage group learning by providing study rooms with whiteboards and screens, and some professors design projects that require teamwork. These experiences prepare students for the	**Q1** Many students think studying should be ___ a) done with friends b) done alone c) done online **Q2** Explaining an idea to a classmate helps students ___ a) understand it better themselves b) finish their work faster c) avoid taking exams **Q3** The word "postpone" in paragraph 3 is closest in meaning to ___ a) enjoy b) delay c) finish **Q4** Members of study groups often share ___ a) money and food b) notes and past exam questions c) their final grades **Q5** Experienced students suggest keeping sessions to about ___ a) two hours b) thirty minutes c) a whole day **Q6** Some groups fail because ___ a) the rooms are too small b) the exams are too easy c) some members don't do their share **Q7** Which situation best shows the benefit of group work in a job? a) an employee working alone in silence b) colleagues sharing ideas to solve a problem

TEXT	QUESTIONS
workplace, where most jobs involve working closely with colleagues. Learning together, it seems, teaches more than just the subject.	c) a manager avoiding meetings **Q8** The text mainly explains ___ a) how study groups help students learn b) how to build a study room c) why college exams are so difficult

R3B-3 · Ask for Help: Using Support Services

TEXT	QUESTIONS
Every college in the UAE offers a range of services to help students succeed: tutoring centres, writing support, counselling, career advice and libraries with expert staff. Surprisingly, many students never use them. Research shows that students who use support services early tend to get better grades and are more likely to complete their degrees. Yet some students feel embarrassed to ask for help, believing that it shows they are weak. Others simply do not know that these services exist, or think they are only for students who are failing. In fact, the opposite is true. Many of the best students visit tutors regularly, not because they are struggling, but because they want to improve further. A writing tutor, for example, can show a student how to organise an essay more clearly, while a maths tutor can explain a difficult topic in a different way. Counselling services are equally important. College life can be stressful, especially for students who are living away from home for the first time. Counsellors help students manage stress, solve personal problems and balance study with family life. All conversations are private. Colleges are now trying new ways to reach students. Some send short videos about their services, while others include a visit to the success	**Q1** According to the text, many students ___ a) never use the support services b) use the services every day c) work in the college library **Q2** Students who use support early ___ a) fail more often b) tend to achieve higher grades c) leave college early **Q3** The word "embarrassed" in paragraph 2 is closest in meaning to ___ a) excited b) bored c) ashamed **Q4** Many top students visit tutors because they ___ a) are failing their courses b) want to get even better c) are forced to attend **Q5** College counsellors help students to ___ a) handle stress and personal problems b) choose their meals c) pay their fees **Q6** A visit during orientation week probably aims to ___ a) introduce the services to students early b) replace the first week of lectures c) reduce the number of tutors **Q7** Which person follows the writer's advice? a) a student who hides his study

TEXT	QUESTIONS
centre during orientation week. The message is simple: asking for help is not a sign of weakness but a smart strategy used by successful people in every field.	problems b) a worker who asks a colleague for guidance c) a worker who never asks any questions **Q8** The text mainly argues that ___ a) seeking support is a wise choice b) only failing students need help c) college tutors are too expensive

R3B-4 · Living Away From Home for the First Time

TEXT	QUESTIONS
For many young Emiratis, starting college means moving to another emirate and living in student accommodation. A student from Fujairah may study in Abu Dhabi, or a student from Al Ain may move to Sharjah. This change can be exciting, but it also brings new responsibilities. At home, parents often take care of meals, laundry and bills. In student housing, students must manage these tasks themselves. Those who learn simple skills, such as cooking basic meals and planning a weekly budget, usually adjust more quickly than those who depend on fast food and spend without thinking. Some also join cooking clubs or watch simple online videos to learn. Homesickness is also common, especially in the first few weeks. Students may miss their families, their own rooms and familiar food. Advisers recommend calling home regularly but also making an effort to join clubs and meet new people, because building a new social circle helps students feel at home. Shared living teaches valuable lessons about respect and cooperation. Students who live with others learn to share kitchens, keep noise down at night and solve disagreements calmly. Many say that their roommates became some of their closest friends. Colleges support students through residence advisers, welcome events and wellbeing programmes. With the	**Q1** Starting college often means that students ___ a) move away and live in student housing b) stay at home with their parents c) study online from their own homes **Q2** Students who adjust more quickly usually ___ a) eat fast food every day b) have basic skills like cooking and budgeting c) spend money without any plan **Q3** The word "homesickness" in paragraph 3 means ___ a) an illness caught at home b) cleaning your room c) feeling sad because you miss home **Q4** Advisers recommend that homesick students ___ a) travel home every single weekend b) keep in touch with family and socialise c) stay in their rooms and avoid clubs **Q5** Shared living teaches students to ___ a) share spaces and solve problems calmly b) cook expensive meals c) stay up late **Q6** The writer suggests that roommates ___ a) often cause serious problems b) can become close friends

TEXT	QUESTIONS
right preparation and a positive attitude, living away from home can become one of the most rewarding parts of college life, helping young people grow into confident, independent adults.	c) should be avoided **Q7** Which student is best prepared for living away from home? a) one who has never washed clothes b) one who plans to eat only fast food c) one who has practised cooking and made a budget **Q8** The text mainly explains ___ a) the challenges and benefits of living away from home b) how to choose a college course c) why students should live with parents

R3B-5 · Beyond the Classroom: Clubs and Activities

TEXT	QUESTIONS
When students think about success in college, they usually think about grades. However, many employers and universities say that what students do outside the classroom matters too. Clubs, volunteering and sports teach skills that lectures alone cannot. Colleges in the UAE offer a wide range of activities: debating societies, robotics teams, photography clubs, sports teams and volunteer groups that help at charity events. Joining one allows students to meet people with similar interests and to develop confidence, leadership and teamwork. Research suggests that students who take part in activities often feel more connected to their college and are less likely to drop out. They also learn practical skills. A student who organises a club event, for example, must plan a budget, manage a schedule and communicate with many people. Of course, balance is important. Students who join too many activities may not have enough time to study. Advisers suggest choosing one or two activities that match personal interests or future career goals, and committing to them seriously. Many clubs also organise trips and competitions with other colleges. When students apply for jobs after graduation, these experiences often make their CVs stand out. An interviewer may ask about a time when they led a team or solved a	**Q1** Employers say that success in college also depends on ___ a) activities outside lectures b) grades only c) the number of exams **Q2** Clubs help students to develop ___ a) higher fees b) self-confidence and cooperation c) longer lectures **Q3** "Drop out" in paragraph 3 means ___ a) fall down b) join a club c) leave college before finishing **Q4** A student organising a club event must ___ a) plan a budget and a schedule b) teach a lecture c) write an exam **Q5** Advisers recommend that students ___ a) join every club available b) choose one or two activities c) avoid activities in the first year **Q6** Joining too many clubs may ___ a) leave too little time for study b) improve their grades very quickly c) reduce their stress at college **Q7** Which example would make a strong answer in a job interview? a) watching television every evening after class b) leading a volunteer team at a charity event c) missing most of the club's

TEXT	QUESTIONS
problem, and examples from clubs and volunteering can provide strong answers. In this way, activities outside the classroom can become an important step towards success after college.	meetings **Q8** The text mainly explains ___ a) how activities outside class support success b) how to write a CV c) why grades do not matter

7. Answer keys and model answers

Writing 1.1 — model answers (Frame C)

W1.1 An Email From College

In this email, Ali writes to his cousin Saeed to describe his first month at college in Sharjah. He explains that the start was hard because the campus was confusing and students must work independently, but he mentions that a study group, the library and a photography club have made life easier. Finally, he asks Saeed about his college plans and offers to help him.

W1.2 A Problem With an Online Order

In this email, Noura writes to Hessa to ask for advice about headphones she bought online. She explains that the item arrived in the wrong colour with one side not working, and she mentions that the store wants her to pay for the return although the mistake was theirs. Finally, she asks whether she should send them back or keep them and complain.

W1.3 Welcome to College

In this email, the Student Services Team writes to new students to welcome them to Al Ain College. It explains that an Orientation Day before classes will include a campus tour, a meeting with an adviser and practical information, and it mentions support such as counselling, clubs and a college bus. Finally, it invites students to reply with any questions.

W1.4 Brands or Bargains?

In this email, Fahad writes to Khalid about whether famous brands are worth the money. He explains that his brother thinks he wastes money, but his own experience shows that cheap products sometimes break quickly, and he mentions a study showing that teenagers overspend online. Finally, he asks Khalid for his opinion and for tips on controlling online spending.

W1.5 Moving to the Big City

In this email, Maryam writes to Amna to share her news about studying in Abu Dhabi. She explains that she must choose between a small, costly flat in the city centre and a larger, cheaper one in a quieter area further away. Finally, she asks Amna which area suits a student better and how easy it is to travel around the city.

Writing 1.2 — model reply emails

E1 · Reply to Ali

Hi Ali,

Thanks for your email. I'm glad college is getting easier for you!

I'm planning to apply to Khalifa University in Abu Dhabi to study computer engineering. I have always loved technology, and I want to design apps that help people in the future.

I have two questions for you. First, how many hours a day do you study after lectures? Second, is it easy to make friends with students from other emirates?

This year, I am preparing seriously. I study maths and physics every evening, and I am taking an online English course to improve my writing. I also visited two college open days with my father to compare programmes.

I would love to hear more about your photography club. Maybe you can show me some of your photos when you visit us next month.

Take care,

Saeed

E2 · Reply to Noura

Dear Noura,

I'm sorry to hear about your headphones. That must be really annoying!

In my opinion, you should return them. The mistake was the store's, so you should not pay the fee. Call customer service again, explain politely that the item is faulty and the wrong colour, and ask to speak to a manager. If they still refuse, you can complain to the economic department online.

Last year, I had a similar experience. I ordered a watch, but it arrived broken. Luckily, the company sent a new one in three days without any charge.

Here are some tips for safe online shopping. First, always buy from websites with good reviews. Second, read the returns policy before you pay. Finally, keep the receipt and the box until you are sure the item works.

Good luck, and tell me what happens!

Hessa

E3 · Reply to Student Services

Dear Student Services Team,

Thank you for your kind welcome email. I am very excited to start my studies at Al Ain College, and I will definitely attend Orientation Day on 28 August.

I have two questions about your services. First, do I need to book an appointment at the tutoring centre, or can I just walk in? Second, where exactly does the college bus stop in the city centre, and what time does it leave in the morning?

I would also like to join the robotics club. I have been interested in technology since I was young, and last year I took part in a school robotics competition in Abu Dhabi. I believe the club will help me develop my skills and meet students who share my interests.

Thank you again for your help. I look forward to meeting you.

Best regards,

Khalifa Al Dhaheri

E4 · Reply to Fahad

Hi Fahad,

Great to hear from you! Your email made me think about my own shopping habits.

Personally, I prefer good-quality brands for things I use every day, such as shoes and school bags, because they last longer. However, for things like T-shirts or phone covers, I usually buy cheaper products, because the quality is often similar.

To control my spending online, I make a list before I start browsing and set a monthly limit. I also remove my card details from shopping apps, so I have to stop and think before I buy anything.

My advice is simple: compare prices on different websites, read reviews and wait one day before buying something expensive. If you still want it the next day, it is probably a good choice. Never buy something just because your friends have it.

Talk soon,

Khalid

E5 · Reply to Maryam

Dear Maryam,

Congratulations on your university place! I'm so happy for you.

I recommend the apartment near Khalifa City. It is bigger, cheaper and much quieter, so you will be able to study well at night. The bus ride is not a problem; you can read or revise on the way.

I usually travel around Abu Dhabi by bus because it is cheap and comfortable. I use the Darbi app to plan my route and pay with a Hafilat card. Sometimes, when I am in a hurry, I take a taxi, which is also easy to find.

When you arrive, let's meet! I suggest visiting the Corniche on a Friday evening. We can walk along the beach, have dinner at a café and then go to the Louvre Abu Dhabi the next day.

See you soon,

Amna

Vocabulary key

Set	1	2	3	4	5
V1	a	b	b	c	a
V2	b	a	b	a	c
V3	b	a	c	b	b
V4	b	c	b	b	a
V5	a	a	b	a	b

Grammar key

Maze	1	2	3	4	5
G1	b	a	a	b	a
G2	a	a	b	a	b
G3	c	b	b	c	a
G4	b	c	b	b	c
G5	b	c	a	b	b

Reading 3A key (3 marks each)

Text	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
R3A-1	a	b	c	b	a	a	c	a
R3A-2	b	a	c	a	b	a	b	a
R3A-3	b	a	c	b	a	b	a	a
R3A-4	a	b	c	b	b	a	b	a
R3A-5	a	b	c	a	a	b	b	a

Reading 3B key (2 marks each)

Text	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
R3B-1	b	a	c	b	a	b	b	a
R3B-2	b	a	b	b	a	c	b	a
R3B-3	a	b	c	b	a	a	b	a
R3B-4	a	b	c	b	a	b	c	a
R3B-5	a	b	c	a	b	a	b	a

Score tracker

Practice set	Maximum	Score
Vocabulary V1–V5	5 × 10 = 50	
Grammar G1–G5	5 × 10 = 50	
Reading 3A, 5 texts	5 × 24 = 120	
Reading 3B, 5 texts	5 × 16 = 80	
Writing 1.1, 5 summaries	5 × 15 = 75	
Writing 1.2, 5 reply emails	5 × 25 = 125	